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ABSTRACT

The Administration on Aging is developing a plan for a nationwide network of information and referral (I & R) Centers to help older people increase their knowledge and awareness of the kinds of services and programs available to them and to provide them with a linkage to these services and programs. This manual, directed toward the information center manager includes these chapters: (1) Why an I & R Center for the Elderly - Some Examples of Problems; (2) What an I & R Center Can Do; (3) Qualities or Characteristics Essential to the Service of an I & R Center; (4) Qualities of an Information and Referral Worker; (5) Areas of Knowledge Needed to Launch an I & R Center; (6) To Set Up Shop; and (7) Work or Time Management to Make Service Feasible. Appendix A is a sample news release form and Appendix B contains supplementary materials. (Other manuals in this series are available as LI 003187, and LI 003189 through LI 003195). (Author/NH)

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Information and Referral Services:

NOTES FOR MANAGERS

(Working Draft)

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LI 003 188

TABLE OF CONTENTS

Acknowledgements i

Chapter 1 - Why an I & R Center for the Elderly. 1
Some Examples of Problems

Chapter 2 - What an I & R Center Can Do. 5

Chapter 3 - Qualities or Characteristics Essential
to the Service of an I & R Center. 9

Chapter 4 - Qualities of an Information and Referral
Worker 12

Chapter 5 - Areas of Knowledge Needed to Launch an
I & R Center 13

Chapter 6 - To Set Up Shop 18

Chapter 7 - Work or Time Management to Make Service
Feasible 23

Appendix A - News Release Form 26

Appendix B - Supplementary Materials 27

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Nicholas Long, Ph.D.
Project Director
February 28, 1971

Chapter 1:

Why An Information and Referral (I & R) Center for the Elderly

The Administration on Aging is developing a plan for a nationwide network of I & R centers. The purposes of the network are to help older people increase their knowledge and awareness of the kinds of services and programs that are available to them, and to provide them with a linkage to these various services and programs.

Why do many older people not know about or avail themselves of these community provisions? For one thing, the organization of these services is confusing and complex. For example, many services and programs for the elderly are provided by governmental or public agencies. Social Security, Old Age Assistance, Medicare, and Medicaid are examples of these kinds of programs. At the same time other services are provided by non-governmental or voluntary agencies on a non-profit basis as a result of organized community concern about the vast number of human needs that government cannot and does not meet. Examples of the latter services include nursing home care, a variety of leisure time activities, special kinds of transportation services, and homemaker services, to name a few. Additional valuable services are provided for older people by practitioners in private practice in medicine, dentistry, law, social work, accounting, and real estate on a fee for service, profit basis.

How, then, does one decide where to go for help? How does one go about getting the help he needs once he has decided what kind of help he needs? How, indeed, does one get into the service system?

Not only is the service system complicated and confusing for many older people, but it is poorly meshed. The same conditions do not apply for all services and programs even though they may be established as rights by law and specifically designed for older people. For example, although a person may be over 65, he may not be eligible for social security. If he is eligible for social security but has other income, he may or may not be eligible for public housing. If he is eligible for public housing, that does not necessarily mean he is eligible for old age assistance. Furthermore, he may be eligible for medicaid but not be eligible for old age assistance. Eligibility for each program is contingent on its own set of requirements for allowable assets and income maximums. These qualifying and differing conditions are poorly understood, and often cannot be known until one probes the system for help.

For the older person, the problem is further compounded by problems associated with aging. The older person often lives alone and has few friends. Time hangs heavy on his hands. Very often he is separated from others in ways that tend to be mutually reinforcing. He may not get around to see friends or to attend meetings as he once did because he has less energy than he had even a few years ago. Thus, he tends to be forgotten; his friends call him less often and gradually the ties that he used to have begin to weaken.

Nor does he have the money to spend for transportation to visit friends or to go to meetings the way he used to. He may be living primarily on his monthly social security. While he may get occasional help from his children, they have responsibilities of their own. Therefore, he cannot expect too much from them if he wants to maintain good family relationships. Even so,

he may find that his presence causes a strain in the family. Once in a while he might work, but if he works too much, he might jeopardize his eligibility for social security which is his only stable source of income. Perhaps he is unable to put in a full day's work because he lacks the strength, and if he should get sick, who would take care of him?

Thus, many of the problems that plague the elderly are based on the reality of their condition. The elderly need services. These services may exist but often they are obscured by the complexity and fragmentation of their organization. This means that many older people do not know about services that are available to help them or how to get them. The challenge is to develop ways of informing older people about services and programs available to them, where they might be found and, finally, how to get them. This is what an I & R center is all about - linking people and services together.

Some Examples of Problems

Mrs. B. is tired and worried. Her husband, age 62, is a cancer patient and is returning home from the hospital for the fourth time in the last two months. Thus, Mrs. B. is again saddled with the burden of her husband's physical care which she tearfully says she can no longer manage. Family funds are running low, and although Mr. B. is a veteran, his illness is not service connected so that he is ineligible to receive nursing care at the veteran's hospital near his home. Where can Mrs. B. go to find out what kind of help might be available for her and her husband?

Mr. M., age 71, is a widower who recently moved from a small town to a much larger community to live near his son. However, his son is busy with his own family and interests and has little time to give to Mr. M. Even if

this were not the case, there are just too many hours in the day for a person as vigorous as Mr. M. He used to go fishing with friends. He enjoys a walk on a nice day and once in a while likes to go to a movie or baseball game. Mostly, he likes talking with people about events of the day, exchanging views and opinions with them and sometimes reminiscing about past happenings. Where can Mr. M go to find out about other people who enjoy similar activities and share similar interests?

Mr. and Mrs. C are 70 and 68 years old respectively. They own their own home and are in good health but no longer want the responsibility of taking care of a home. They would like to live in an apartment arrangement that offers opportunities for socializing and has other amenities, such as elevator, laundry facilities and housekeeping services at a price they can afford. Although they are relatively well off, Mr. C is retired and they have to watch their monthly expenditures. Where can Mr. and Mrs. C go to find out about the kind of housing arrangements they would like?

Chapter 2: What an I & R Center Can Do

It Can Link People and Services Together

An I & R center can fulfill many important purposes. Not all need be undertaken by any single center. Some are basic. Others depend on staff time and know-how. At the very least, an I & R center can address itself to the kinds of questions posed by Mrs. B, Mr. M, and Mr. and Mrs. C. It can provide older persons, rich and poor alike, and those concerned about the elderly, information about a broad range of community provisions that otherwise may be unknown to them and that may alleviate many of their problems and make their lives happier and more satisfying. An I & R center can be a link between the person and whatever facilities, services, programs, and resources he may need. It can open doors and pave his way into the service system. This is a basic function of any I & R center.

It Can Uncover or Discover Missing Links in the Service System

In fulfilling its mission of linking people and services, and I & R center may sometimes discover that there is no service in the community to which a person can be linked. This will cause a break in the people-provision chain, leaving an unfilled gap. Many such gaps may be found in the service system. By keeping track of where the gaps are and the numbers of people falling into them, an I & R center can identify those areas of human need for which the community has made no adequate provision and to which it should respond. Thus, it can provide a two-way flow of information from the community to the individual about what is available to help people, and from the individual to the community about what is not available to help people. This is also a basic function of any I & R center.

It Can Advocate Action on Behalf of Older People

Sometimes, though, something more may be required of an I & R center that serves the elderly than the provision of information and referral services, if it is truly to fulfill its mission of linking services and people together. For example, many older people may be unable to obtain the service they need, not beause they do not know about it or because it is non-existent, but because they are unable to state their case properly, or are unable to identify their problem clearly. For very personal reasons, sometimes, they are unable to get the service system to work for them. When this happens, the older person needs an advocate, someone who will state his case and press the service system into working as it should for him.

In still other cases, services may not be forthcoming because agency policy or administrative procedures may work contrary to the best interests of older people. Because of this, agency services and programs may be inaccessible. An agency may not take the needs of older people into account, for example, in deciding how and where it will distribute food stamps. In turn this may mean that many older people are unable to take advantage of the food stamp program. In these cases, older people as a group may need someone to intercede on their behalf to persuade the agency to change its food stamp distribution procedures and location so that they can use the program.

On other occasions, the needs of older people may not be met because of community apathy, unawareness and even antagonism towards the elderly. Citizens may object, for example, to the location of a proposed public housing project for the older persons in their neighborhood thereby depriving them of needed safe and sound shelter. At such times the elderly may need a spokesman who can present their needs in such a way as to arouse favorable community concern and

action. Thus, if an I & R center is to truly link older people and services together, it may have to advocate and press for changes that will make it possible for needed services and programs to be brought into existence. However, there are cautions and constraints that must be exercised in adding advocacy to the functions of an I & R center. Advocacy is one of those functions that a center may decide not to undertake if staff time and know-how do not permit it. The liklihood, however, is that centers will find themselves involved in advocacy to some degree from time to time, given the nature of situations that are sure to present themselves.

It Can Assist in the Planning and Provision of Services to Older People

Because of its mission of linking older people to services, an I & R center can be a valuable aid in the planning and provision of services for older people. The data it collects and the knowledge it accumulates through its experiences in working with older people can be indispensible aids to those who are concerned about or working in the field of the aging. Such information permits more accurate decisions about services and programs needed to make an individual's later years happier and healthier in any given community. This is part of the two way information flow that can be established through a network of I & R centers. This function is built into the procedures of an I & R center and is basic to it.

It Can Assist in Research About Older People

An I & R center also can be an important tool in conducting research about older people. Its unique position in the service system and its primary mission

of linking people and services together makes possible the collection of useful data by those who are interested in conducting research in this field. An I & R center can contribute to the building of the kind of knowledge that might make the later years of all individuals brighter and more promising. This function may or may not be part of the operation of any given center.

To summarize briefly, an I-&-R center is primarily a linkage between the older person and the services he needs. It can:

- open doors and pave his way into the service system,
- identify gaps in the service system,
- advocate action on behalf of the older person
- assist in the planning and provision of services for older people, and
- assist in conducting research about older people.

Chapter 3: Qualities or Characteristics Essential to the Service of an I & R Center

In order to fulfill its mission of linking older persons to the services they need, the elderly must be able to use the I & R center freely, comfortably, and openly. What qualities, then, are essential to the operation of an I & R center if it is to serve the elderly successfully? What qualities should characterize its services? The following is a list of the qualities that describe what the service ought to be.

. Non-stigmatizing. The service of an I & R center should be non-stigmatizing. No elderly person should be made to feel ashamed, different or deficient in using it. Therefore, it should be founded on the premise that aging is universal, bringing with it certain kinds of problems requiring certain kinds of solutions. Hence, the service should be available to all elderly persons in the community who need and/or want it.

. Confidential. The service provided by an I & R center should be confidential. Inquiries should remain in the confidence of the service provider. Information obtained during an interview must not be shared with others unless permission has been secured from the person to do so, or unless the person is in danger of harming himself or others.

. Accessible. The service of an I & R center should be accessible to the elderly wherever they live, using whatever means are effective in bringing the service to them. This suggests reaching out to them in special ways and relying heavily on the telephone in providing service.

. Sensitive. The service of an I & R center should be sensitive to the feelings and problems of older people. This means that attention should be paid to

what the older person says and does as well as to what he does not say and does not do. For example, repeated postponed appointments with his doctor could suggest that the older person is afraid of what his doctor might tell him, although he may never put these fears into actual words.

. Efficient. An I & R center should provide efficient service. Service should be provided when it is requested, or as soon as possible after the request is made. Time should be allowed for checking out information that may not be on hand, for checking with referral sources when a referral is indicated, and for checking out other sorts of questions that may arise during any given interview--with the permission of the individual, of course--and then reporting back to the person within a few days at the most.

. Friendly. An I & R center should provide a friendly service. This has something to do with making the older person feel comfortable in using the services of the center and in making the service available and accessible to all who want and/or need to use it. It may be a smiling face at the door, or a warm voice on the phone. Friendliness sets the stage for whatever is to follow.

. Reliable. An I & R center should provide a reliable service. Information given should be accurate and dependable in order to avoid wasted effort or misguided planning for the older person. This quality will greatly increase the community's respect and trust in the service that the center provides.

. Accountable. An I & R center should be accountable or responsible to the elderly and to the community for the services it provides and for reporting and communicating to the Administration on Aging its experiences in linking the elderly to community services. This is part of the two way flow of information that was spoken about earlier.

. Flexible. An I & R center should provide a flexible service. Each inquiry should be treated individually to prevent requests and problems from being pigeon-holed and to make possible the consideration of a host of service possibilities or combinations that otherwise might be closed out.

. Neutral. An I & R center should be a non-partisan and non-sectarian service. The service must be available to all elderly people, regardless of religious or political affiliation.

. Broad in Range. An I & R center should include information about the broad range of human services that cover the full range of human needs in order to successfully fulfill its mission of linking older persons to the services they need.

Chapter 4: Qualities of an Information and Referral Worker

The above qualities are descriptive of what the service of any I & R center should be. They are also descriptive of the characteristics that you, the I & R worker must bring to the service:

- Friendliness
- Dependability
- Efficiency
- Sensitivity
- Flexibility
- Objectivity
- A Sense of Responsibility
- Commitment

These qualities are essential for any worker in an I & R center. They do not, however, necessarily guarantee success in your job of linking people and services together. Other factors such as agency policies, community provisions as well as the older person's ability and desire to follow through on service also need to be taken into account in measuring your success. It is a two sided coin. Nonetheless, the qualities that have been listed and that you bring with you to the service are indispensible to it. How to use them in the interests of others will also be the result of training, experience, and additional help on the job.

Chapter 5: Areas of Knowledge Needed to Launch an I & R Center

Knowledge about Community Provisions for Older People

To launch an I & R center, you also must acquire certain kinds of knowledge. One large area of knowledge that you must acquire is knowledge about the wide range of services and programs available for older people. The organization of these services, as noted earlier, is complex. Many are organized under governmental auspices at neighborhood, city, county, state, and/or federal levels. Others are organized under non-governmental auspices on both a profit and non-profit basis. While services provided by government agencies are by their very nature non-sectarian, many services provided by non-governmental or voluntary agencies are sponsored and funded by a variety of religious and church groups and hence, are sectarian. This means that many services provided by non-governmental agencies may be available only to people of particular racial, religious, or ethnic backgrounds. Further, some facilities and programs, such as senior citizen centers, are specifically age-related; others, such as leisure time activities and programs provided by many civic and volunteer groups, cover a wide age span, integrating people of all ages into their programs. This kind of knowledge is very important for your success in linking people and services together, and also in keeping the service flexible.

The following list of services and programs is not exhaustive, but it does indicate the range of provisions that an I & R center should take into account in any community.

Governmental	Non-Governmental -- Non-Profit
social security	personal counseling
medicare	nursing homes
medicaid	mental health clinics
old age assistance	homemaker service
rent subsidies	hospitals
public housing	legal assistance
mental health clinics	dental clinics
food stamps	adult education
food subsidies	cultural programs
hospitals	boarding-care homes
veterans benefits	retirement housing
personal counseling	day care
legal assistance	
dental clinics	
protective services	
adult education	

Non-Governmental -- Profit	
real estate services	nursing home care
legal services	boarding home care
medical services	retirement housing
dental services	travel
personal counseling	
prosthetics	
funeral arrangements	

Knowledge About Interviewing and Information-Giving

In addition to knowing the range of available resources in the community for older people, you also must know something about interviewing. This is a skill that draws on the qualities that you bring to the service, friendliness, interest, trustworthiness, dependability, objectivity, and sensitivity. These qualities will come through in the give and take of the interview when an older person calls to tell you what it is he needs or wants. You will have to learn how to help him tell you about his problems so that you in turn can tell him about the resources that can be most helpful to him.

Knowledge About Referral

You will also have to know something about referral which goes beyond information giving to provide a more secure linkage of the older person to the service he needs.

Knowledge About Follow-up

Going beyond information-giving and referral, you will also have to know about follow-up, particularly in those cases where you may want to know if the person actually received the service to which you referred him and whether it was the one best suited to his needs.

Knowledge About Advocacy

In addition to information-giving, referral, and follow-up, it is important for you to know something about advocacy, particularly in those cases where people do not receive the services to which you think they are entitled. You should also know something about advocacy in its varying forms and the potential costs of each to the I & R center in terms of its primary and central function of linking older people and services together.

Knowledge About Outreach

You also will have to know something about outreach in order to bring the center's service to those older people who otherwise would not use it, thereby making good the center's promise to link all older people to services they need.

These then are the major service components of an I & R center, information-giving, referral, follow-up, advocacy and outreach. You do not have to learn the techniques and procedures of each component all at once, but as you gain experience, first in information-giving, then in referral, you can gradually add to your repertoire of service techniques.

Knowledge About Forms Used in the I & R Center

You, of course, will have to become familiar with the forms that will be used in the I & R center for purposes of administrative accountability, service provision and other purposes that may be deemed necessary by the Administration on Aging. These will include at least the following:

- agency forms
- service forms
- personal record forms
- referral forms
- tally sheets
- forms for updating the resource file

Knowledge of Areas of Responsibility in an I & R Center

In addition to learning about the range of services available to older people in the community, acquiring knowledge and skill in providing linkage service to older people, and learning about the forms to be used,

you also will have to know something about the administrative structure or supervisory hierarchy of the center so that you can know to whom you are immediately responsible, to whom you should report, and to whom you can go for help. If you are a staff member of an I & R center, for instance, you will be immediately responsible to the manager, if you are the manager of an I & R center, you will be immediately responsible to the state, regional, or federal Administration on Aging office as well as your local advisory committee. Regardless of your position in the I & R center, however, you are ultimately responsible to Congress and to the people of the United States, for it is they who approved the establishment of I & R centers through the office of the Administration on Aging.

Knowledge About Work Management

Learning about work management will be critical to the success of the service that you provide. Work management is very important when you consider the scope and potential of the service as well as the constraints of time.

Knowledge About Office Space, Equipment, and Materials

It goes without saying that you will need to know something about the kind of office space, equipment and materials that you will need in order to facilitate your job and to open the service for business.

This then is an overview of what an I & R center is all about and why, and what you have to know in order to make it real. It is primarily a service to link older people and services together, but it has the added potential for taking on other functions as well, and can be an indispensible tool in the planning and provision of services for older people as well as in conducting research in the field of the aging. The rest of what follows tells you what you have to do and how to go about doing it in order to fulfill the I & R center's primary mission of linking older persons to the services they need.

Chapter 6: To Set Up Shop

What You Need

Before you can bring about the kind of program that is envisaged in an I & R center that offers the complete service package of information, referral, follow-up, advocacy, and outreach, you need to set up shop. Some items that you will need to go into business are so obvious that they will only be listed. Others will need more elaboration. They are as follows:

Office space. A place that the center can call its home.

Secretarial help. A secretary to assist you in typing letters, answering the phone, ordering supplies, and otherwise facilitating the work of the center. In hiring a secretary, consider such qualities as efficiency, friendliness, willingness to take direction and offer suggestions, and such skills and abilities as typing and good spelling.

Professional consultation. Professional consultation is absolutely necessary to insure responsible service and for guidance and direction when you encounter troublesome situations and troublesome people. Arrange for a panel of consultants consisting of a lawyer and social worker. Social work consultation may be obtained from a school of social work at a local university, a local family and children's agency, a local mental health center or the state or national Administration on Aging office. Legal consultation may be obtained from a law school at a local university, a legal aid society, or by

calling the local or state bar association for assistance. Consultation should be readily available to you by phone for emergencies and by appointment as needed.

Volunteers. A volunteer corps should be developed to assist in the center and to develop and/or increase community involvement in problems of the elderly and their possible solutions. Volunteer participation has a ripple or spread effect in the community. In varying degrees, it touches everyone with whom the individual volunteer comes in contact, thereby increasing community awareness of the needs of the elderly. The various ways in which volunteers might be used in the center include:

- assisting with survey of community resources
- providing escort service for the elderly
- assisting with follow-up service
- assisting with advocacy activities

Volumteers should be selected carefully for qualities such as dependability, warmth, friendliness, and concern for older people.

Publicity. Publicity is an absolute must if you want older people and the community to use the center. It will do no one any good if you open for business and no one knows you are there. A very excellent guide on publicity has been prepared by the Administration on Aging in Washington called To Tell a Story which you may obtain by writing to that office directly. It contains everything you need to know about publicity. Make sure that you have it on

hand for use, not just to tell about the center's opening, but whenever you have a story you want to tell about the center and older people.

In the meantime, some general comments may be helpful. All the news media, radio, TV, and local newspapers, should be notified about the center and its service. Include all the information that you think is pertinent, such as names, place, dates, and the purpose of the service. Make sure all names are fully given and correctly spelled. All publicity should be typewritten and double spaced. See Appendix A for the form generally used for news releases which is what publicity prepared for the news media is called. News relases usually are mailed and addressed to the news editors of the news media. You can obtain additional procedural information by calling them. Remember, the news media have the prerogative for determining what information they will and will not use. Much depends on what else is happening when the realease is received.

Also, get to know the reporters who are responsible for reporting human interest stories about the elderly. Invite them to the center after it opens. They can be real friends. A good working relationship with the news media is very important.

. Office supplies and equipment, such as

- . white 8 x 11-1/2 paper
- . envelopes of varying sizes
- . letterhead stationery
- . wide-lined paper or legal pads

.file cards of varying size

.carbon paper

.manila folders

.forms for a variety of purposes, i.e. agency form, service forms, personal record forms, referral forms, follow-up forms, letter forms, etc.

.desks and tables

.typewriters

.bookcases

.file drawers

.phones with holds and special linet (check with telephone company about this)

.paper clips, staples, staplers, scotch tape, stencils, pens, pencils

.postage

.access to copy machine (e.g., Xerox)

.electric coffee pot

.small refrigerator

City maps and bus schedules. These items will assist you in giving people directions for getting to places. Maps should be tacked on the wall for ready use.

Supplementary aides, such as:

.Health and Welfare Council directories

.Public Welfare directories

.Public Health directories

.Nursing Home directories

.Federal Agency directories

.Chambers of Commerce directories

.Voluntary Association directories

.Council of Churches directories

.Park Board directories

.City directory

The city directory is of particular value at election times in helping to identify a voter's precinct, ward, and district. It can also help you locate people.

In addition, there are supplementary sources of information about older people, community resources, and interviewing which are listed in the appendix and in Information and Referral Service: A Training Syllabus. These items should be reviewed and kept on hand at the center for quick and ready reference.

. You. Last, but not least, the center needs you and all the special qualities you bring with you.

These, then, are the material and human ingredients you need before you can open for business and, in time, offer the complete service package of information, referral, follow-up, outreach and advocacy.

Chapter 7: Work or Time Management to Make Service Feasible

Is it really feasible to offer the complete linkage program of information, referral, follow-up and advocacy in an I & R center? There is good reason for this question to be asked. It is true that each component, although interrelated, involves its own set of activities which vary in degree of complexity and time required for implementing. Also staff time, skills, knowledge, and experience are formidable factors that must be considered before attemtping to implement the full program as it is envisioned. Another factor which is of equal importance, however, but often overlooked, is good work management. This alone can determine what the center can and cannot do.

Putting Time to Good Advantage

Part of good work management is related to the way time is used. Lengthy conversations about last night's TV program and the interruptions of several cups of coffee can drastically reduce the time available to enlarge and expand the center's activities. Thus, good work management means putting time to good advantage and getting whatever needs doing done.

Planning Ahead

Good work management also means planning ahead. If there is a meeting to which you have been invited to speak, you know that you will be gone during that period of time and must have someone in the office to replace you. You also know that you must find time to prepare what you are going to say. In addition, you know that you still must provide information and referral service to people who call, and, if you have added them to the service, follow-up and outreach, as well. Furthermore, record-keeping must go on.

Arranging and Spacing Time

Since it is obvious that everything cannot be done at once, you must plan your time carefully. This means that you must know what must be taken care of immediately, such as answering incoming calls, and what can wait, such as record-keeping. It also means that you must know how to arrange and space your time. The following suggestions might be helpful:

. Delay opening center telephone lines until 10:30 or 11:00 in the morning. This will allow you time to make follow-up phone calls.

. Close lines at 2:00 or 2:30 in the afternoon to complete forms for referral and reporting.

. Stagger staff hours so that you are free for part of each day to prepare speeches, write referral or follow-up letters, attend meetings, read incoming mail and profession articles related to the work and activity of the center. It is essential that you participate in community affairs and keep up with community developments to prevent the service from stagnating and to bring new perspectives to it.

. Delegate and assign responsibility to staff. It is not necessary or even desirable for you to do everything yourself. At the same time, when you do share responsibility, you must provide the direction and supervision necessary to insure successful completion of the task that you assigned. This will help to develop staff skills and know-how and also increase staff commitment to the center.

. Pay attention to details. This will save you possible later embarrassment and also the tedious time-consuming task of back-tracking to correct mistakes. Thus, always check the spelling of names and places; make sure that addresses are correct and that forms are properly completed. Before any material goes out from the center, check it over for errors.

Good work management conveivably could be the one ingredient that determines how feasible it is to consider the full linkage package of information, referral, follow-up, and outreach in an I & R center. But before any part of the linkage service can come about, you must first learn about the resources available to older people in your community.

Appendix A

News Release Form

FOR IMMEDIATE RELEASE:

For further information, contact:

Name _____

Phone # _____

Date _____

(1 inch margins)

(Double space)

The following words should be used:

(continued) - if copy is more than 1 page

(end) - at end of copy.

Appendix B

Supplementary Materials*

The following list of supplementary materials should be periodically reviewed and updated.

AB and APTD, Aid to Blind or Disabled People. (a pamphlet), Social Rehabilitation Service, United States Department of Health, Education and Welfare, 1969. (Government Printing Office #874-661)

Aging, Monthly Magazine, Administration on Aging, United States Department of Health, Education and Welfare

Basic Concepts of Aging: A Programmed Manual, Administration on Aging publication 274, United States Department of Health, Education and Welfare, July, 1969. (Government Printing Office - $1.25 per copy)

Consumer Guide for Older People, (a pamphlet), Administration on Aging publication 801, United States Department of Health, Education and Welfare ($2.25 per 100 copies; 5¢ per single copies)

DeSchweinitz, Elizabeth and DeSchweinitz, Karl, Interviewing In Social Security, Washington, D.C.: Department of Health, Education and Welfare, 1961, p. 56.

Garrett, Annette, Interviewing: Its Principles and Methods, New York: Family Services Association of America, 1942, pp. 7-59.

Kahn, Alfred, et. al., Neighborhood Information Centers: A Study and Some Proposals, New York: Columbia University School of Social Work, 1966, pp. 108-119.

Lowy, Louis, Training Manual for Human Service Technicians Working With Older People; Part I, Trainers; ($1.95 per copy) Part II, Trainees ($2.95 per copy.) United Community Services of Metropolitan Boston and Boston University School of Social Work, 1968. (May be obtained from Boston University Bookstores, 775 Commonwealth Avenue, Boston, Massachusetts, 02215)

Mahoney, Stanley C., The Art of Helping People Effectively, New York: Association Press, 1967, p. 156.

Medicaid, Medicare, Which is Which? (a pamphlet), Medical Services Administration, Social Rehabilitation Service, United States Department of Health, Education and Welfare, July, 1970. (25¢ per single copy; $15 per 100)

Questions and Answers: Medical Assistance, Medicaid, (a booklet) Medical Services Administration, Social Rehabilitation Service, United States Department of Health, Education and Welfare, June 1968. (Government Printing Office - 0-310-726; 15¢ per copy)

OAA, Old Age Assistance, (a pamphlet), Social Rehabilitation Service, United States Department of Health, Education and Welfare. (Government Printing Office 874-662)

Senior Centers in the U.S.: A Directory, Administration on Aging, United States Department of Health, Education and Welfare, January 1970. ($2 per copy)

Social Security Benefits, How to Estimate the Amount, (a pamphlet), Social Security Administration, United States Department of Health, Education and Welfare, January 1970. (Government Printing Office - 0-375-810; $10 per 100 copies; 15¢ each)

Theodorson, George A. and Theodorson, Achilles G., A Modern Dictionary of Sociology, Thomas G. Cromwell Company, New York, 1969.

To Tell The Story, A Public Information Guide for Project Directors, (a booklet), Administration on Aging publication #257, Social Rehabilitation Service, United States Department of Health, Education and Welfare, April 1968. (Government Printing Office 0-293-600)

Towle, Charlotte, Common Human Needs (Rev. Ed.), New York: Association of Social Workers, 1965.

Working With Older People, Vol. III, The Aging Person: Needs and Services, Public Health Services publication #1459, April 1970. (Government Printing Office - $1.00 per copy)

You- The Law - And Retirement, Administration on Aging publication #800, United States Department of Health, Education and Welfare, June 1970. (Government Printing Office - 30¢ per copy)

* Materials published by governmental agencies are stocked for sale by the Government Printing Office. Single-copy price is given in this list (except for new publications with price not yet set). GPO makes a 25% reduction in price for 100 or more copies of single publication. It requests payment by check or money order, made payable to the Superintendent of Documents. Postage stamps and foreign money are not acceptable.

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Single copies of all AoA publications are available without charge from the Administration on Aging, as long as its supply lasts. To order, please give title and AoA publication number, where there is one.

Send your request to:

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